PROGRAM MANAGEMENT

2012 June

COMPUTER SOFTWARE FOR USE IN THE FOODS SERVICE UNIT

SOFTWARE AVAILABLE: 1. MEAL PLANNER
                                           2. HOSPITAL STOCK SYSTEM
                                           3. ORDERS MANAGER
                                           4. THERAPEUTIC DIETS ADMINISTRATION
                                           5. MEAL STATISTICS PROGRAM
                                            6. Costing system

These systems can be purchased as stand-alone modules OR in combination (they do all link, eg ingredient codes are the same in each module – changes made, eg ingredient cost changes, reflect in all modules – no duplication of work is necessary)

All of the above systems are developed by PROGRAM MANAGEMENT

We are the sole supplier of our own software as we understand the software and can make changes to the

Software to meet your hospitals needs throughout the years

PROGRAM MANAGEMENT has, since 1989, been developing and successfully implementing a wide range of user-friendly computer systems for use by Food Service Managers, Dietitians and their staff in hospital / institutional kitchens.

Administration of the various aspects of a hospital kitchen is an incredibly time-consuming and often costly and labour-intensive task. Managers and clerks involved with administration could often be far more effective elsewhere in the complex and multi-faceted management of an institutional kitchen. YET the administration tasks are crucial to the essential running of the kitchen, and must be done well for accurate budget control.

The computer thus becomes an important tool for the Food Service Manager, if used effectively.

Three systems are used to manage food service units:
       1. MEAL PLANNER
       2. HOSPITAL STOCK SYSTEM
       3. ORDERS MANAGER

In addition, there are two more very important systems:
       1. the MEAL STATISTICS program - a very potent system which manages and controls daily, monthly and annual meal statistics for all the various diets served.

       2. The THERAPEUTIC DIETS ADMINISTRATION PROGRAM - this is highly recommended in hospitals where therapeutic diets are prepared and administered. (Amongst other features, diet labels are produced very efficiently and effectively).

Overall, the main goals achieved by use of these systems are:

1. IMPROVED PATIENT CARE   - by improved control & management of
food production.
2. SUBSTANTIAL REDUCTION IN OVERALL COSTS within the food service unit.

Additional objectives achieved by use of these systems include:
   - reducing administration costs
   - reducing the amount of time involved doing administrative tasks
   - meeting time constraints
   - reducing TIME, LABOUR, FOOD STOCK & STATIONERY costs
   - Improved accuracy & control within the food service unit
   - The option to accommodate the administration needs of more than 1 kitchen   within a hospital
   - survive power failures
   - has built-in automatic error recovery facilities.

SYSTEM FEATURES: PLEASE SEE DETAIL ON THE FOLLOWING PAGES

- **In addition, these programs are flexible enough to suit the requirements of any food service unit, eg conventional / cook-freeze / cook-chill units.**

- **The programs are very user-useful, and in many cases clerks have been trained to operate various aspects of the programs.**

- **Training is provided for all the systems: involving a minimum of 2 morning sessions per system, until all programs are effectively up and running.**

- **On-site and telephonic support is also provided.**

A range of other programs have been designed for use by dietitians:

- **DIETARY MANAGER**
- **DIETARY ASSISTANT**
- **ALLERGEN MANAGER (SHOPPING LIST)**
- **PROFESSIONAL ALLERGEN MANAGER**

1. MEAL PLANNER

"COST-EFFECTIVE, STABLE, USER-FRIENDLY MANAGEMENT OF ALL MEALS & MENUS"

OBJECTIVES

- Reduce: - Administration costs
  - Administration time of managing & co-coordinating ALL meals
  - Time, labour, food stock and stationery costs

- Meet time constraints
- Improved accuracy & control within the food service unit (i.e. of stock, portioning of meals etc.)
- Cater for the administration needs of more than one kitchen within a hospital

PROGRAM FEATURES

- Comprehensive ingredient programs
- Comprehensive recipe programs
- Menu Cycle programs, allowing much flexibility
- Menu and meal costing programs
- File maintenance system
  - ➔ Programs built in to survive power failures
  - ➔ Built-in error recovery facilities
- Back-up and Restore Systems
- Additional programs may also be added
- This fully comprehensive system is flexible enough to suit the requirements of ANY food service unit :

i.e. it can be adapted for CONVENTIONAL / COOK-FREEZE / COOK-CHILL UNITS

2.   HOSPITAL STOCK SYSTEM

"COST-EFFECTIVE, STABLE, USER-FRIENDLY MANAGEMENT OF ALL KITCHEN STOCK"

OBJECTIVES

- Monitor stock
- Reduce repetitive manual work
- Improved accuracy & control within the food service unit (i.e. of stock, portioning of meals etc.)
- Monitor stock costs
- Prevent stock wastage
- Produce management stock reports

PROGRAM FEATURES

- STOCK REPORTS: - Stock - taking list
                              - Stock file
                              - Stock-on-hand and value
                      - Audit movements of a stock item
              - Slow moving stock
              - Stock shortfall & subsequent list of foods to be
                              ordered

- Improved stock control systems at point of issue (Eg ward kitchens)
- Total cost of a meal (according to current food costs)
- Enter delivery invoices daily   --> stock-on-hand amounts are then automatically updated
- Stock adjustments can be entered (reflected in all reports & records)
- Full audit trail of any stock item
- Loss register (keeping track of stock-on-hand and actual stock differences)
- File maintenance system
  - ➔ Programs built in to survive power failures
  - ➔ Built-in error recovery facilities
- Back-up and Restore Systems
- Additional programs may also be added

3.   ORDERS MANAGER

"COST-EFFECTIVE, STABLE, USER-FRIENDLY MANAGEMENT OF FOOD ORDERS"

OBJECTIVES

- Reduce: - Administration costs
  - Administration time of producing orders and budget reports
  - Time, labour, food stock and stationery costs
  - Food wastage by accurately handling food order fluctuations (due to client number fluctuations)

- Cater for the administration needs of more than one kitchen within a hospital
- Centralise control of orders, especially when more than one kitchen within a hospital is placing orders
- Order within fixed ration scale limitations
- Improve accuracy & control of weekly and monthly orders
- Improve stock & issuing control measures
- Improve cost & budget control

PROGRAM FEATURES

- Links to Meal Planner (stock per menu day on file)
- Food cost files
- Change the daily food order by a percentage, based on client number fluctuations (REDUCE WASTAGE!)
- Obtain food quantities for a specific menu day
- Record of all suppliers, including details of state contracts
- Ordering procedures: per food item (weekly; monthly)
- All orders placed are cross-checked

- COST CONTROL & BUDGETING: - Budget trends and forecasts

- File maintenance system
  - ➔ Programs built in to survive power failures
  - ➔ Built-in error recovery facilities
- Back-up and Restore Systems
- Additional programs may also be added

4.   THERAPEUTIC DIETS ADMINISTRATION

"COST-EFFECTIVE, STABLE, USER-FRIENDLY MANAGEMENT OF SPECIAL DIETS AND DIET LABELS"

OBJECTIVES

- Reduce:
  - Administration costs per patient on a therapeutic diet
  - Administration time of managing & co-coordinating therapeutic diets
  - Time, labour, food stock and stationery costs
  - Food wastage by accurately handling food order fluctuations (due to client number fluctuations)

- Meet time constraints (Eg lunch labels are easily produced just before serving)
- Improved accuracy & control within the food service unit (i.e. of patient numbers, stock, portioning of therapeutic diets & supplements, records of therapeutic diets, statistics etc.)
- Cater for the administration needs of more than one kitchen within a hospital

PROGRAM FEATURES

- Patients, diets, wards and label details
- Daily reports as required: Eg
  - Ward bed diet lists
  - Trolley check lists
  - Kitchen area activities etc.

- Recall a patient that has inadvertently been deleted
- Daily, weekly and monthly statistics
- Links to Meal Management systems

- File maintenance system
  - ➔ Programs built in to survive power failures
  - ➔ Built-in error recovery facilities
- Back-up and Restore Systems
- Additional programs may also be added

5.   MEAL STATISTICS PROGRAM

Daily, monthly & annual statistic reports for all meals produced by any number of Kitchens within an institution.

Please Note:

• The cost of these systems includes the cost of upgrades over a 2-year period commencing from date of purchase of the system.

• The cost includes installation of the programs.

• Training involves on-site training of one user until the systems are fully operational.

• Telephonic support is also offered at no extra cost.

   Most queries are resolved telephonically.

• If necessary, on-site support will be offered at no further cost for the next 2 years commencing from date of purchase of programs.

• Upgrades to systems will either be sent in the post to the hospital, or, where necessary, personally installed. No costs to the hospital are involved over the 2-year period mentioned previously.

• After the 2-year period mentioned, call-out rates will be charged for, at the current market rates.

• All programs have a user-guide/manual.

• Programs operate best on **good dot-matrix, letter-quality, continuous feed, label-printers**, Eg Epson (136 columns).

• The systems are not network-dependent, i.e. they are stand-alone systems.

• Program Management undertakes to support their software. Any hardware or network-related problems must be supported by the suppliers of these.

• There is NO MONTHLY MAINTENANCE FEE.

• There is NO ANNUAL LICENSING FEE.

For further information, please do not hesitate to contact us.